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Altitude Software Announces uCI 2000 Plus General Availability

*The Newest Version of The Leading Unified Customer Interaction™ CRM Solution, Increasing
Application Customization In Shorter Deployment Cycles, Is Now Generally Available.*

MILPITAS, Calif., June 11, 2001 — Altitude Software, Inc., a leading global provider of solutions for Unified Customer Interaction™ (uCI), today announced General Availability of its uCI 2000 Plus suite, the most recent version of uCI 2000™, a CRM software solution that manages interactions across all the touchpoints of customer communication from a single unified platform. uCI 2000 Plus™ delivers on the company's strategy for Unified Customer Interaction™, and enables companies to unify, integrate and personalize customer interactions to maximize customer value and profitability.

Altitude uCI 2000 Plus™ is truly unique in its unmatched capability of providing customization during a very short period of implementation time regardless of the working environment chosen – Windows or Browser-based. In fact the working environment can be customized with unsurpassed user-friendliness.

Altitude uCI 2000 Plus™ provides for a straightforward migration from previous software versions. Evolved from award winning Altitude products which are currently installed in hundreds of contact centers globally, existing customers using Altitude Easyphone or the Altitude uCI 2000 suite can now upgrade to uCI 2000 Plus quickly and efficiently.

The Altitude uCI 2000 Plus™ suite supports Windows NT as well as several UNIX servers, and runs on a number of data-bases – from Oracle to Microsoft's SQL Server. It also supports several PBXs from vendors such as Alcatel, Ericsson, Avaya, Nortel, Phillips, and Siemens.

The new scripting tools – uDev and Altitude Script Developer – allow application development in the environment preferred by the enterprise. uDev provides an interface for developing browser-based agent working environments and workflow, facilitating personalization for both the customer service representative and the end-user experience. Altitude Script Developer is a Windows-based scripting tool, which has been enhanced to reflect a new and evolved version of the previous product - Easyscript. It facilitates the customization of agent desktops with a GUI Interface. A simple browser window provides easy access to Intranet information and functionalities maximizing the performance of the agent.

Another beneficial feature of uCI 2000 Plus is an intelligent router that optimizes media blending. The router intelligently retrieves the customer information from the interaction to route, analyze, and report communication across all touchpoints. A new routing and interactive voice response (IVR) GUI permits the end user to have an intuitive experience guided by a graphical flow of interactions previously held the customer.

"After evaluating all the solutions available on the market, Caixa Econômica Federal has chosen Altitude uCI 2000 Plus for its Contact Center needs", said Henrique Costabile, Caixa Econômica Federal Chief Information Officer. With uCI 2000 Plus Caixa Econômica Federal is now able to unify customer interactions despite the communication channel chosen – phone, fax, E-mail, web-collaboration, or the Internet. This way, agents will have a 360° degree view of the customer no matter how he or she decides to contact the company, therefore maximizing long-term value and profitability".

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“The reception to uCI 2000, and its ability to deploy customer knowledge through all customer touchpoints across the enterprise, has been extremely positive. Companies from various industries around the world increasingly recognize the customer interaction event as the opportunity to profit from customer knowledge, and we’ve helped them in doing so, regardless of whether customers prefer to use email, phone, web or just to drop by the point-of-sale”, said João António Cardoso, Executive Vice-President, Global Marketing & Strategy of Altitude Software. “With its enhanced capabilities in terms of deploying customer knowledge and other contents in heterogeneous environments of both Windows and Browser-based platforms, uCI 2000 Plus goes one step further in setting the stage for companies to build strong relationships with their customers and truly benefit from them.”

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About Altitude Software

Founded in 1995, Altitude Software (formerly Easyphone) is a leading global provider of solutions for Unified Customer Interaction that manage the complete interaction cycle across all touchpoints of the customer relationship, from call centers to the Web and WAP. Altitude Software has more than 350 customers of all sizes worldwide who look to the company for a new generation of integrated eCRM solutions that leverage their existing communications and technology investments. For more information, please visit www.altitude.com.

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